

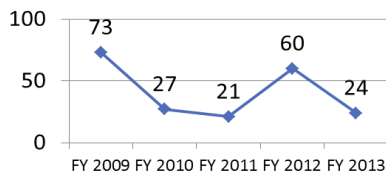
# Department of Alcoholic Beverage Control



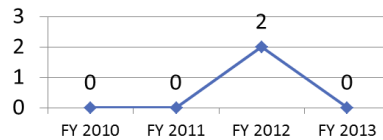
## DAS CUSTOMER SERVICES SUMMARY FOR FY 2012-2013

### Administrative Rules

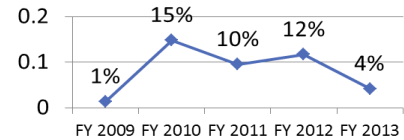
**Rule Filings Submitted**



**Number of Staff Attending Rules Training**

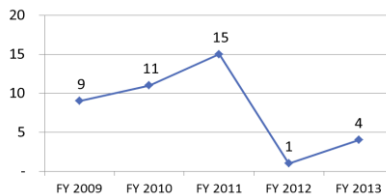


**Filings with Issues as % of Total Filings**

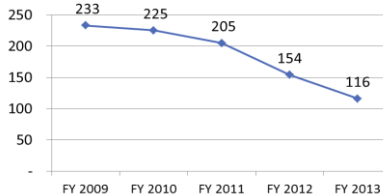


### Archives and Records Service

**Agency Consultations/Trainings**



**Volume of Records at Records Center**



### Facilities Construction & Management

	FY 2012	FY 2013
Average cost per non-office square foot (leases)	\$ 15.31	\$ 17.48
Average cost per non-office square foot (operations and maintenance)	\$ 3.42	\$ 3.42
Total Capital Improvements Budget	\$ 147,484	\$ 844,977

### Finance

	FY 2013
Post-Audit Error Rate*	0.51%
Employees with time-based pay NOT using ESS for time entry	91.73%
P-card Dollars Spent**	\$ 211,587

\* State average: 3.59%

\*\* % of total State P-card spend: 1.07%

### Fleet

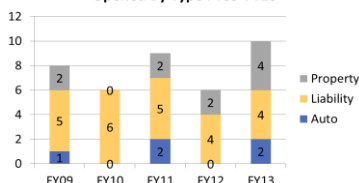
	FY 2012	FY 2013
Count of vehicles	17	17
Total miles traveled	166,210	159,109
Underutilized vehicles (mileage below the bottom quartile)	6	5
Annual lease savings from Fleet Operations	\$ 22,032	\$ 22,032

### Purchasing and General Services

	FY 2012	FY 2013
Use of State Contracts	\$ 261,852	\$ 366,307
Pieces of Mail Processed	19,858	20,655
Number of Surplus Items	207	59

### Risk Management

**Auto, Property & Liability Claims Opened By Type FY09-FY13**



**Workers Comp Claim Costs**



**Loss Control Activities FY12-FY13**

